



**COUNTY OF LOS ANGELES
COMMUNITY AND SENIOR SERVICES**



PROGRAM MEMO

Number: AAA 16-01

Date: February 4, 2016

SUBJECT: REVISED: ELDERLY NUTRITION PROGRAM (ENP) CONGREGATE MEALS CONSUMER GROUP POLICY AND PROCEDURES

REVISION: This memo supersedes Elderly Nutrition Program (ENP) Congregate Meals Consumer Group Policy and Procedures Program Memo Number 12-02 released on June 5, 2012.

PURPOSE

The purpose of the Program Memo is to update policies and procedures stated in the ENP Congregate Meals Consumer Group Policy and Procedures Program Memo Number 12-02.

BACKGROUND


ENP federal, state, and local funds are limited to meet the growing nutrition needs of older adults. In accordance with the Older Americans Act and Older Californians Act, ENP provides services targeting older adults in greatest economic or social need with particular attention to low-income minority older adults. Therefore, it is vital that sociodemographic information on the Universal Intake Form (UIF) is captured for all eligible older adults and entered into the Area Agency on Aging (AAA) Management Information System (MIS). Per California Department of Aging (CDA) guidelines, Congregate Meals are a registered Service, and all eligible clients who receive program services must have a client record in the AAA MIS.

POLICY/PROCEDURES

Contractors must provide assistance when completing the UIF and register all eligible clients in the AAA MIS by creating a client record and inputting all required information. Older adults who do not wish to disclose personal information may still be eligible for the ENP Congregate Meal services and receive meals. For data recording purposes, these meals may be entered into MIS as a non-registered service. Contractors shall record service deliveries in MIS on the day that meals are delivered to the clients. For example, if two clients refused to disclose their information and each client received one meal, then two units must be recorded on the day those meals were provided.

Potential clients refusing to complete the UIF must be entered into the AAA MIS by following the procedures outlined in the attached "GetCare Software Help Sheet 3: "Recording Non-Registered Services." Contractor shall make every effort to persuade an eligible client to complete the UIF and utilization of the non-registered service option for data recording purposes shall be considered a last resort for clients who refuse to provide information.

Failure to comply with this policy may result in delay of payment and/or possible sanctions. Questions regarding this policy may be directed to Denise Ward, Program Analyst at (213) 639-6353 or dward@css.lacounty.gov. If you need technical assistance regarding the AAA MIS, please contact AAA TechSupport at (213) 739-7381 or css_aaa_techsupport@css.lacounty.gov.



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Attachment

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GetCare

Software Help Sheet 3:

Recording Non-Registered Services

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Version: 1.1

GetCare – Recording Non-Registered Services

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GetCare – Recording Non-Registered Services

Background

The California Aging Reporting System (CARS) was instituted, by the California Department of Aging, (CDA) on July 1, 2008. This new system was implemented to gather the detailed client and service data required for the National Aging Programs Information System (NAPIS).

Purpose of Recording Non-registered Services and Completing the Summary Demographics Data Entry

The CDA requires that some services be tied to clients (Registered) while other services not be tied to clients (Non-Registered). When a non-registered service is provided to a group of clients, an aggregate count of the participants is required.

Creating roster for recording Non-Registered Services

To create a roster for accessing the Non-Registered service,

1. Place the mouse over the **Operations** tab and click on **Service Recording**.
2. Fill in all required fields (Recording View, Dates, Provider, Site, Service Name, Fund Identifier and Service Detail) to create the appropriate Roster.
3. Click **Apply** to view the data entry screen for the Non-Registered service specified in the filter that was just entered in step 2.

The screenshot shows the 'Service Recording' interface in the GetCare system. The top navigation bar includes tabs for 'I & R', 'CareTool', 'Operations', 'Financial', and 'Admin'. The 'Operations' tab is active, and 'Service Recording' is selected. The interface is divided into two main sections: 'Filter for Clients' on the left and a form for recording services on the right. The 'Filter for Clients' section includes a 'Recording View' dropdown set to 'Weekly Quantity Recording', date range fields for 'From' (04/27/2014) and 'To' (05/03/2014), radio buttons for 'All Clients' and 'Specific Client', a checkbox for 'Exclude clients who have not received units in the last 3 months', and a 'Service Status' dropdown set to 'All'. The recording form on the right includes fields for 'Provider' (YWCA of San Gabriel Valley), 'Site' (No Site Assigned), 'Service Name' (Support Services), 'Fund Identifier' (III-B), 'Service Detail' (OUTREACH), and an 'Assigned Staff' search field. A red box highlights the 'Display/Highlight Units from All Sites' checkbox, which is currently checked. At the bottom right, there are 'Apply' and 'Reset' buttons. A summary table at the bottom shows 'Recording' statistics: 'Grand Total 0 0', 'Client(s) Units Total 0 0', 'Non-Registered Total Units 0 0', and 'Invoiced Units 0 0'. Numbered callouts 1, 2, and 3 point to the 'Operations' tab, the 'Display/Highlight Units from All Sites' checkbox, and the 'Apply' button, respectively.

Note: to record units, **Display/Highlight Units from All Sites** must be unchecked.

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Recording Non-Registered Service

Once the roster appears, the recording section of the screen will display a data entry section for the Non-Registered Service.

- Record the service units in the boxes shown.
- When all service units have been entered, click on **Save**.

The screenshot shows the 'Service Recording' interface in the GetCare system. The top navigation bar includes 'I & R', 'CareTool', 'Operations', 'Financial', and 'Admin'. The 'Service Recording' section has a 'Filter for Clients' area with a 'Recording View' dropdown set to 'Weekly Quantity Recording'. It also includes date pickers for 'From' (04/27/2014) and 'To' (05/03/2014), and radio buttons for 'All Clients' and 'Specific Client'. A checkbox for 'Exclude clients who have not received units in the last 3 months' is present, along with a 'Service Status' dropdown set to 'All'. On the right, there are dropdowns for 'Provider' (YWCA of San Gabriel Valley), 'Site' (No Site Assigned), 'Service Name' (Support Services), 'Fund Identifier' (III-B), and 'Service Detail' (OUTREACH), plus an 'Assigned Staff' search field. 'Apply' and 'Reset' buttons are at the bottom right of the filter section. Below the filter is a 'Recording' summary box showing 'Census: Grand Total 0 0', 'Client(s) Units Total 0 0', 'Non-Registered Total Units 0 0', and 'Invoiced Units 0 0'. A status bar shows 'Provider: YWCA of San Gabriel Valley', 'Service: Support Services', 'Fund Identifier: III-B', and 'Service Detail: OUTREACH'. The main table has columns for 'Client Name', 'Fund Identifier/Service Detail', 'Enrollment Date', 'Route', 'Route Order', and a weekly grid of dates from 04/27 Sun to 05/03 Sat. A row for 'Non-registered' is highlighted in red, with a red box around the '2' entered under 05/01 Thu. A red box around the 'Save' button is also present. Annotations include a circle labeled '4' pointing to the '2' and a circle labeled '5' pointing to the 'Save' button.

Recording aggregate Non-Registered client counts

- Once the service units have been saved, the recorded amount will turn red as shown below.
- Click on the hyperlink labeled **Non-registered**.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
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[illegible]

GetCare – Recording Non-Registered Services

8. Enter aggregate client count under the specific date(s) services were received.
9. Click on **Save**.

You have completed entering the information needed and can now exit the system.

Demographics Summary	04/27/2014	04/28/2014	04/29/2014	04/30/2014	05/01/2014	05/02/2014	05/03/2014
Total Clients for Program/Service					75		
Total Gender							
Female							
Male							
Declined to State							
Missing							
Total Age							
< 60							
60 - 64							
65 - 74							
75 - 84							
85+							
Missing							
Total Race							
White							
Black or African American							
Asian Expand							
American Indian or Alaska native							
Native Hawaiian or Other Pacific Islander Expand							
Multiple Race							
Other Race							
Declined to State							
Missing							
Total Ethnicity							
Not Hispanic/Latino							
Hispanic/Latino							
Declined to State							
Missing							
Total Rural							
Rural							
Urban							